

# To Serve You Better

*The estimated wait times to  
see a doctor are listed below.*

Midnight - 3am	60 Mins
3am - 6am	38 Mins
6am - 9am	61 Mins
9am - Noon	72 Mins
Noon - 3pm	71 Mins
3pm - 6pm	74 Mins
6pm - 9pm	75 Mins
9pm - Midnight	59 Mins

For Your Non-Urgent Care

(800) 493-9602

Hospital Appointments

## Contact Us

*24 Hours a Day  
365 Days a Year*

<i>Officer In Charge</i>	624-9919
<i>NCOIC</i>	624-9156
<i>Head Nurse</i>	624-9926
<i>Secretary</i>	624-9917

*289 Ireland Avenue  
Fort Knox, Kentucky  
40121-5520*

*Phone (502) 624-9000*

*Visit on the web at  
[www.iach.knox.amedd.army.mil/ed](http://www.iach.knox.amedd.army.mil/ed)*

*For all  
Emergencies*

**Call  
911**

## IACH EMERGENCY DEPARTMENT



*The Safety Net  
for Your Healthcare*

EMERGENCY NURSES  
Caring  
Professional  
Ready..When Seconds Count

# Welcome

Our professional staff of Physicians, Nurses and Technicians are well trained and standing by to provide emergency care to you and your family if and when you need it.

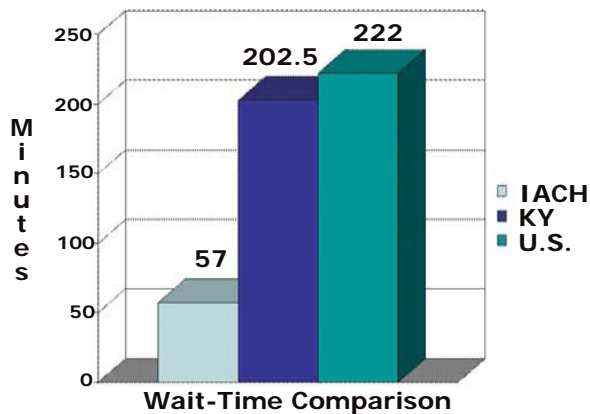
*Let us be your Safety Net.*

## Emergency Nurses

*All ER nurses have passed a licencing exam to become a registered nurse and take pride in advocating for their patients. Their jobs include assessing, completing doctors orders and ensuring the patient is treated for all diagnosis' and their pain is relieved.*

## Wait Times

*No one likes having to wait to be seen when they are not feeling well. This is especially true of Emergency Room visits. We are proud to announce that the average wait time at Ireland Army Community Hospital Emergency Department is well below the national average.*



Source: PressGaney Study & IACH ER Data

## Services

### Pharmacy Services Onsite

When you are discharged from the IACH Emergency Room, you do not have to drive to the drug store. Our pharmacy is in the same building located right outside the ER waiting room. When the pharmacy is closed, your prescription is filled in the Emergency Room through our Flex Rx machine.



### Onsite Emergency Transport

Should you need to be transported to a facility which offers a higher level of care, we have an in-house ambulance service manned 24/7 by highly trained certified Paramedics and EMTs.



## Triage

The way we determine who is seen first is based on the concept of Triage. Triage is the French word meaning 'to sort'. When used medically, it means to see the sickest, or potentially sickest, patients first. We use four triage levels;

**EMERGENT** Patients require immediate attention to prevent loss of life, limb, or eyesight.

**URGENT** Patients who have the risk to deteriorate into life-threatening conditions, such as loss of life, limb, or eyesight without timely care.

**NON-URGENT** Patients who develop an illness or injury over the past 24-48 hours, or those that pose no threat to loss of life, limb, or eyesight. Patients enrolled to a Primary Care Manager may want to use sick-call procedures (Active Duty) or call the Central Appointment Line 1 800 493 9602 before coming to the Emergency Dept.

**ROUTINE** Patients requesting medication refills, consults to other doctors, or other routine healthcare needs. Routine patients may want to follow the procedures above to prevent an excessive wait and allow you to see your regular provider.

Once logged in by the clerk all patients will be triaged by an RN. The RN will complete an initial review of your information and assign you a triage level according to the reasons you came to the Emergency Dept., your past medical history and your current physical condition. The patients we see first are determined by the triage level assigned to a patient, not by the order of arrival.

Please know that we in the Emergency Dept. Are committed to providing the highest quality care, we work as quickly and as safely as we can to see all patients in a timely manner. We are all members of the Fort Knox community and partners in service to the Army and the Nation.